

SPS Training:
Learning Management System (LMS)
Module/Lesson Not Opening



After registering for a SPS course, through the Army Learning Management System (ALMS), are your SPS modules/Lessons not opening? Do you only get a "white" window? If so, you may want to address the following list.

1. Verify all Pop-up Blockers are off:
 - a. Open the Internet Explorer application window. On the Menu bar, go to **Tools** → **Pop-up Blocker**. Verify the setting is off. It should say, "Turn On Pop-up Blocker."
 - b. On the Menu bar, go to **Tools** → **Internet Options**, choose the **Security** tab, and **disable** "Use Pop-up Blocker."
 - c. On the Menu bar, go to **Tools** → **Internet Options**, and choose the **Privacy** tab. Go to the **Pop-up Blocker** section, and clear the checkbox for **Block pop-ups**.
2. In Internet Explorer application window, on the Menu bar, go to **Tools** → **Internet Options**, and choose the **Advanced** tab, verify the JAVA (Sun) applet, JAVA JRE 1.5.0_06, is installed and enabled.
3. Verify that any active anti-virus application has the Pop-up Blockers activated.
4. Verify that all extra toolbars (I.e. Google, Yahoo) are turned off and do not have Pop-up Blockers activated.

If the SPS module/Lesson still does not open, then submit a Help Desk ticket to the

Army Learning Management System (ALMS)

https://www.lms.army.mil/wDLS/ems/lms_contact_us.html

and/or contact:

SPS JPMO Training

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